


Category:	Employee Accountability	INCA Community Services Personnel Policy 
Sub Category:	Work Responsibilities	
Effective Date:	06/2020	
Revision Date:		
Forms:	n/a	
Responsible:	Program Directors, Human Resource Manager, Executive Director, Management Staff	

Remote Work Policy

Purpose

The Remote Work Policy allows employees to work at home, on the road or in a satellite location for all or part of their workweek. INCA Community Services, Inc. considers remote work to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Remote work may be appropriate for some employees and jobs but not for others. Remote working is not an entitlement, it is not a company wide benefit, and it in no way changes the terms and conditions of employment with INCA.

Procedures

Remote working can be informal, such as working from home for a short-term project, on the road during business travel, or a formal set schedule of working away from the office as described below. Either an employee or a supervisor can suggest remote work as a possible work arrangement.

Any remote work arrangement made will be on a trial basis for the first three months and may be discontinued at will and at any time at the request of either the employee or the organization. Every effort will be made to provide 30 days' notice of such change to accommodate commuting, child care and other issues that may arise from the termination of a remote work arrangement. There may be instances, however, when no notice is possible.

Eligibility

Individuals requesting formal remote work arrangements must be employed with INCA for a minimum of 12 months of continuous, regular employment and must have a satisfactory performance record.

Before entering into any remote work agreement, the employee and manager, with the assistance of the human resource department, will evaluate the suitability of such an arrangement, reviewing the following areas:

- Employee suitability: The employee and manager will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful remote workers.
- Job responsibilities: The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a remote work arrangement.
- Equipment needs, workspace design considerations and scheduling issues. The employee and manager will review the physical workspace needs and the appropriate location for the telework.
- Tax and other legal implications: The employee must determine any tax or legal implications

under IRS, state and local government laws, and/or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee.

If the employee and manager agree, and the human resource department concurs, a draft remote work agreement will be prepared and signed by all parties, and a three-month trial period will commence.

Evaluation of remote worker performance during the trial period will include regular interaction by phone and e-mail between the employee and the manager, and weekly face-to-face meetings to discuss work progress and problems. At the end of the trial period, the employee and manager will each complete an evaluation of the arrangement and make recommendations for continuance or modifications. Evaluation of remote worker performance beyond the trial period will be consistent with that received by employees working at the office in both content and frequency but will focus on work output and completion of objectives rather than on time-based performance.

An appropriate level of communication between the remote worker and supervisor will be agreed to as part of the discussion process and will be more formal during the trial period. After conclusion of the trial period, the manager and remote worker will communicate at a level consistent with employees working at the office or in a manner and frequency that is appropriate for the job and the individuals involved.

Equipment

On a case-by-case basis, INCA will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs (including hardware, software, modems, phone and data lines and other office equipment) for each remote work arrangement. The human resource and information system departments will serve as resources in this matter. Equipment supplied by the organization will be maintained by the organization. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. INCA accepts no responsibility for damage or repairs to employee-owned equipment. INCA reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the organization is to be used for business purposes only. The remote worker must sign an inventory of all INCA property received and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all company property will be returned to the company, unless other arrangements have been made.

INCA will supply the employee with appropriate office supplies (pens, paper, etc.) as deemed necessary. INCA will also supply employees with equipment needs such as phone calls, that are reasonably used in carrying out the employee's job.

The employee will establish an appropriate work environment within his or her home for work purposes. INCA will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.

Security

Consistent with the organization's expectations of information security for employees working at the office, remote work employees will be expected to ensure the protection of proprietary agency and customer information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

Employees who are working from home, in the event confidential information is allowed to leave the office, must keep that information confidential to the utmost extent. No information must be unguarded and all information must be kept locked and safe in a person's home.

Safety

Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. INCA is not responsible for the safety and well-being of an office work station. Employees accept all liabilities when working from home.

Remote work is not designed to be a replacement for appropriate child care. Although an individual employee's schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective remote workers are encouraged to discuss expectations of remote work with family members prior to entering a trial period.

Time Worked

Remote work employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked using INCA's time-keeping system. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the remote worker's supervisor. Failure to comply with this requirement may result in the immediate termination of the remote work agreement.

Employees should follow the following procedures when working remotely:

- A request must be sent to their director supervisor who must have prior authorization by the Program Director to approve remote work or must receive authorization before approving remote work.
- Once the request is approved employees must follow these guidelines:
 - Employees must check in daily with text messages or emails to their direct supervisor at the beginning of their work period and at the end.
 - Employees must log their actual time worked in the EWS system with a synopsis of the work completed in the description box of the EWS time entry section. A copy of this entry should be sent to their direct supervisor at the end of the work day.
- Direct supervisors must follow these guidelines:
 - Must check and verify EWS system has been updated with duties completed by employees.
 - Must ensure all employees who are working remotely check in and out daily.
 - Must keep in communication with the program director about employees who are working remotely.
 - Must ensure actual work has been completed.

Temporary Arrangements

Temporary remote work arrangements may be approved for circumstances such as inclement weather, special projects or agency travel. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance. Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the agency and with the consent of the employee's health care provider, if appropriate. All informal remote work arrangements are made on a case-by-case basis, focusing first on the needs of the agency.

Dissemination of Policy

The policy will be made available to all employees through the agency's website. The agency will educate and train employees and supervisors regarding the policy and any conduct that could constitute a violation of the policy.